

Technical support and help desk skills

“A really practical, informative and relevant one-day training course that will raise the standards, skills and customer-focus of your support and technical staff.”

20% discount for all courses during July and August.

Just a few of the learning points...

1. Improve productivity, shorten support calls and emails, delight customers and say 'NO!' nicely!
2. Understand and manage customer expectations accurately so that you deliver more than you promise and exceed expectations – in what you do and HOW you do it
3. Learn a range of customer-focused communication techniques, tools and skills that will help you solve questions and problems faster
4. Understand what customers like, want and expect and the true value of customer satisfaction.
5. Satisfy complainers, and calm upset customers and regain confidence and goodwill.
6. Turn problems into opportunities – for either greater loyalty or increased customer satisfaction
7. Improve customer satisfaction through more accurate use of rapport, questioning, personal presentation and problem-solving skills
8. Make every customer feel SPECIAL – using a proven model – how to add value to every customer experience.

Audience

This course is ideal for finance, IT and technical support staff, managers and team leaders.

Format

Each element of the course includes:

- High-quality training presentation
- Group exercises and team activities
- High degree of participation and interaction

Special features

The course can be tailored to include any specialist topics such as advanced telephone skills, dealing with complaints, internal planning, etc, according to organisational need or the skill level of the participants.

Please email contact@brilliant-customer-service-training.com / 03301 595 093